

National Core Indicators

NCI & NCI-AD

National Core Indicators (NCI)

National Core Indicators Aging & Disabilities (NCI-AD)

NCI: Adults with developmental disabilities who receive home and community-based services

NCI-AD: Older Vermonters and adults with physical disabilities including

- Choices for Care
- Older Americans Act
- Money Follows the Person
- The Brain Injury program

NCI & NCI-AD

- ▶ Consumer Satisfaction In-Person Surveys
- ▶ Implemented in 38 states
- ▶ Collect valid and reliable person reported data about the impact of Long Term Services and Supports on the individual's quality of life
 - Provides a standard set of performance and outcome measures
 - Track program performance over time
 - Compare quality of life and outcomes across home and community-based services provided to adults through the Global Commitment Waiver
 - Compare Vermont home and community-based services to services provided in other states

NCI Survey Cycle

2017-2018

- 325 interviews
- Selected from 7 agencies and Transition II

2018-2019

- 325 interviews
- Selected from 8 agencies

2019-2020

- 340 interviews
- All 15 agencies and Transition II

NCI-AD Survey Cycle

2017-2018

- 423 interviews
- Selected from Choices for Care (Adult Family Care, Flexible Choices, Traditional Home Based) & The Brain Injury Program

2018-2019

- 423 interviews
- Selected from Nursing Homes and Enhanced Residential Care

2019-2020

- 423 interviews
- Selected from Choices for Care (Adult Family Care, Flexible Choices, Traditional Home Based) & The Brain Injury Program

How the survey information is used

- ▶ Cross Tabulations
 - Compare choice and control questions by residential arrangement
 - Compare perceived conflict of interest indicators across programs
- ▶ Global Commitment Reporting to CMS
- ▶ DAIL Scorecard Reporting
- ▶ Performance Measures
 - Did you pick the place where you live?
 - Do staff treat with respect?
 - Do you know who to talk to if you would like to change your services?

Survey Demographics -Age

NCI

	Average Age	N
VT	43	331
National	42	25,562

NCI-AD

(HCBS National Average 66.9%)

	Average Age	N
AFC	64.3	12
Flexible Choices	50.2	28
Traditional Home Based	67.9	329
TBI	42.0	22
Sample Average	65.0	391

Survey Demographics -Guardianship

NCI

	Full	Limited	None	N
VT	67%	2%	30%	331
National	28%	9%	54%	25,499

NCI-AD

(HCBS National Average 16% have a guardian)

	Yes	No
AFC	46%	54%
Flexible Choices	10%	90%
Traditional Home Based	6%	93%
TBI	36%	64%
Sample Average	9%	90%

Survey Demographics- Marital Status

NCI

	Single, Never Married	Married	Single, Married in the past	Don't Know	N
VT	90%	4%	6%	0%	331
National	94%	2%	2%	2%	25,459

NCI-AD (HCBS National Ave: Single 23%; Married/Domestic Partner 21%; Separated/Divorced 26%; Widowed 29%)

	Single, Never Married	Married or Domestic Partner	Separated or Divorced	Widowed	Don't Know	N
AFC	46%	8%	31%	15%	0%	13
Flexible Choices	52%	21%	14%	14%	0%	29
Traditional Home Based	16%	32%	23%	29%	2%	364
TBI	68%	5%	27%	0%	0%	22
Sample Average	22%	29%	22%	26%	1%	428

Sample Survey Questions

2017-2018 survey cycle

NCI Developmental Disability Services

- Graphs show the single program and the national average

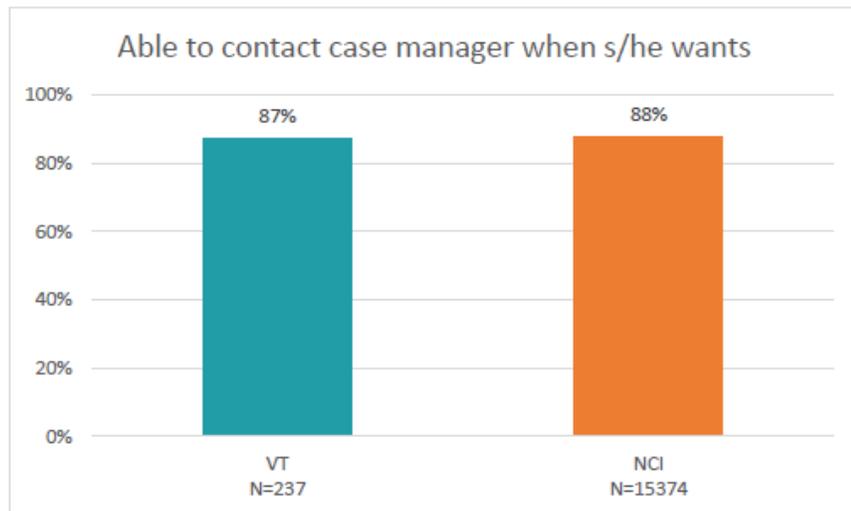
NCI-AD Adult Services Program

- Graphs show results by program and the overall Vermont average
- NCI-AD national average documented above the graph
- Note: some questions/programs had statistically insignificant numbers of respondents indicated by “**”

Service Satisfaction

NCI

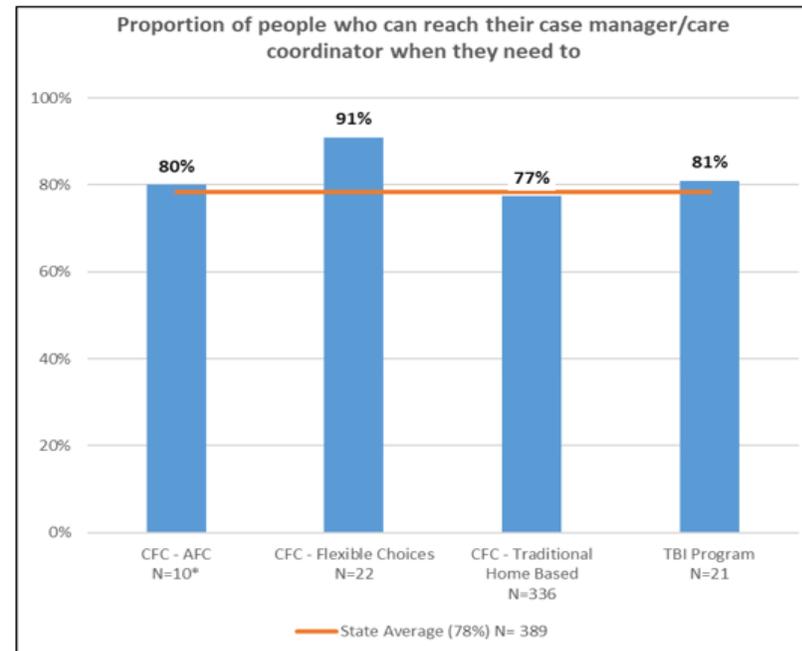
Can you reach your case manager/care coordinator when you need to?



NCI-AD

Are you able to contact your case manager/service coordinator when you want to?

(HCBS National Average 79%)



* Very small number of responses

Direct Care Workers/Daily Activities

NCI

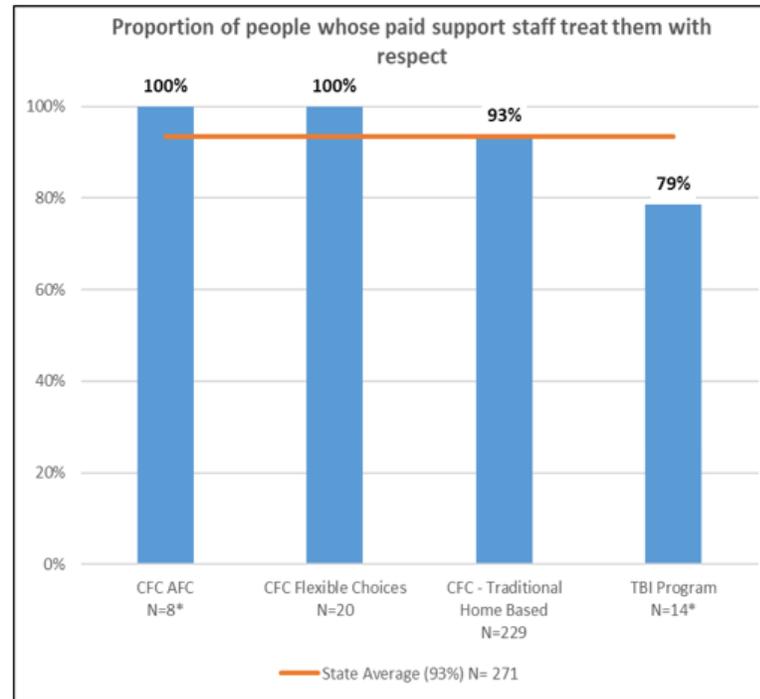
Do your staff treat you with respect?
(Do they listen and talk to you?)



NCI-AD

Do you feel the people who are paid to help you treat you with respect?

(HCBS National Average 93%)

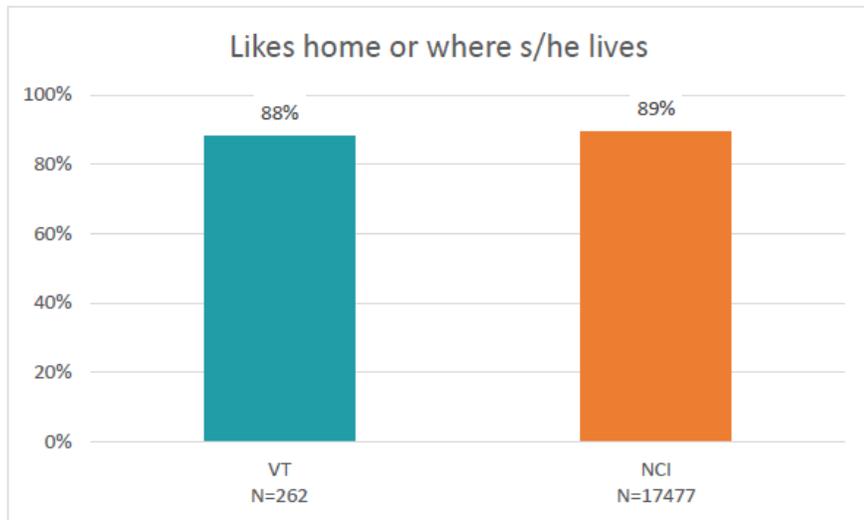


* Very small number of responses

Home

NCI

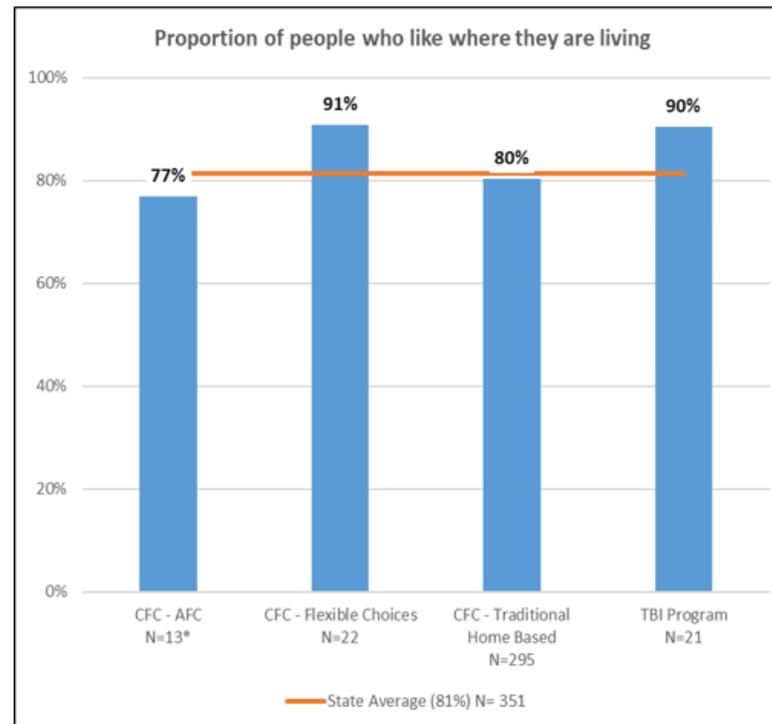
Do you like your home or where you live?



NCI-AD

In general, do you like where you are living right now?

(HCBS National Average 83%)



* Very small number of responses

Data Considerations

- ▶ NCI and NCI-AD surveys provide important information about individual perception of services and overall life satisfaction
- ▶ Data must be used in context of the specific question and population
- ▶ Cautions in using and comparing data include
 - Questions change over time
 - Questions may be worded differently in different surveys
 - Individualized programs provide different supports. Satisfaction may not be reflective of services provided (e.g. Person may report not liking where he/she lives but supports are provided only for personal care)
 - Definition of populations (e.g., IDD) are defined differently across states; total number surveyed in Vermont much smaller than total number surveyed nationally
- ▶ Time and Resources are needed to fully analyze and use the data

Links to Complete Reports

NCI Reports

Vermont and National Reports (2014-2015 through 2017-2018)

<https://ddsd.vermont.gov/nci-ddsd-vt-adult-consumer-survey-reports>

NCI-AD Reports

Vermont and National Reports (2017-2018)

<https://asd.vermont.gov/resources/reports>